CareSpeak COMMUNICATIONS

Program Manager's User Manual

CareSpeak ES

©2011 CareSpeak Communications, Inc.

Table of Contents

CareSpeak COMMUNICATIONS

Section	Pages
Introduction	4-5
Logging In	6
CareSpeak ES System Overview	7
Creating a new Program	8 - 9
Patients Page >	
Overview	10
Select Program	11
Patient Statistics	12
Staff Management	13 – 15
Patients Tab	16
Therapy Tab	17 – 18

©2011 CareSpeak Communications, Inc.

Table of Contents (continued)

Section	Pages
Adding New Patient & New Therapy	19 - 25
Overview	19
Patient Information	20
Caregiver involvement	21
Set Up Alerts	22-24
Refill Alerts	25
Adding New Therapy for Existing Patient	26
Messaging Patient(s) from Dashboard	27-28
Staff Account Settings	29
Registering a Patient	30
Patient Confirming Medication Intake	31 - 34
Patient accessing account	35

©2011 CareSpeak Communications, Inc.

CareSpeak Mobile Medication Manager

- This Program Manager's User Manual will provide you with all the necessary information to manage your patient populations' adherence schedules.
- The Mobile Medication Manager system is easy to use and works on any cell phone, with all major carriers, anytime, anywhere.
- For any additional information about or suggestions on how we can improve this User Manual and/or service, please e-mail us at support@carespeak.com. We are looking forward to hearing from you.

©2011 CareSpeak Communications, Inc.

Accessing the CareSpeak system

- In order to access the CareSpeak system you will need a user name and password. Your user name will most likely be your work e-mail and your password will be provided to you by your organizations point of contact with CareSpeak Communications.

- If you are not sure who your contact is please contact CareSpeak Communications at support@carespeak.com or 1-888-540-7630

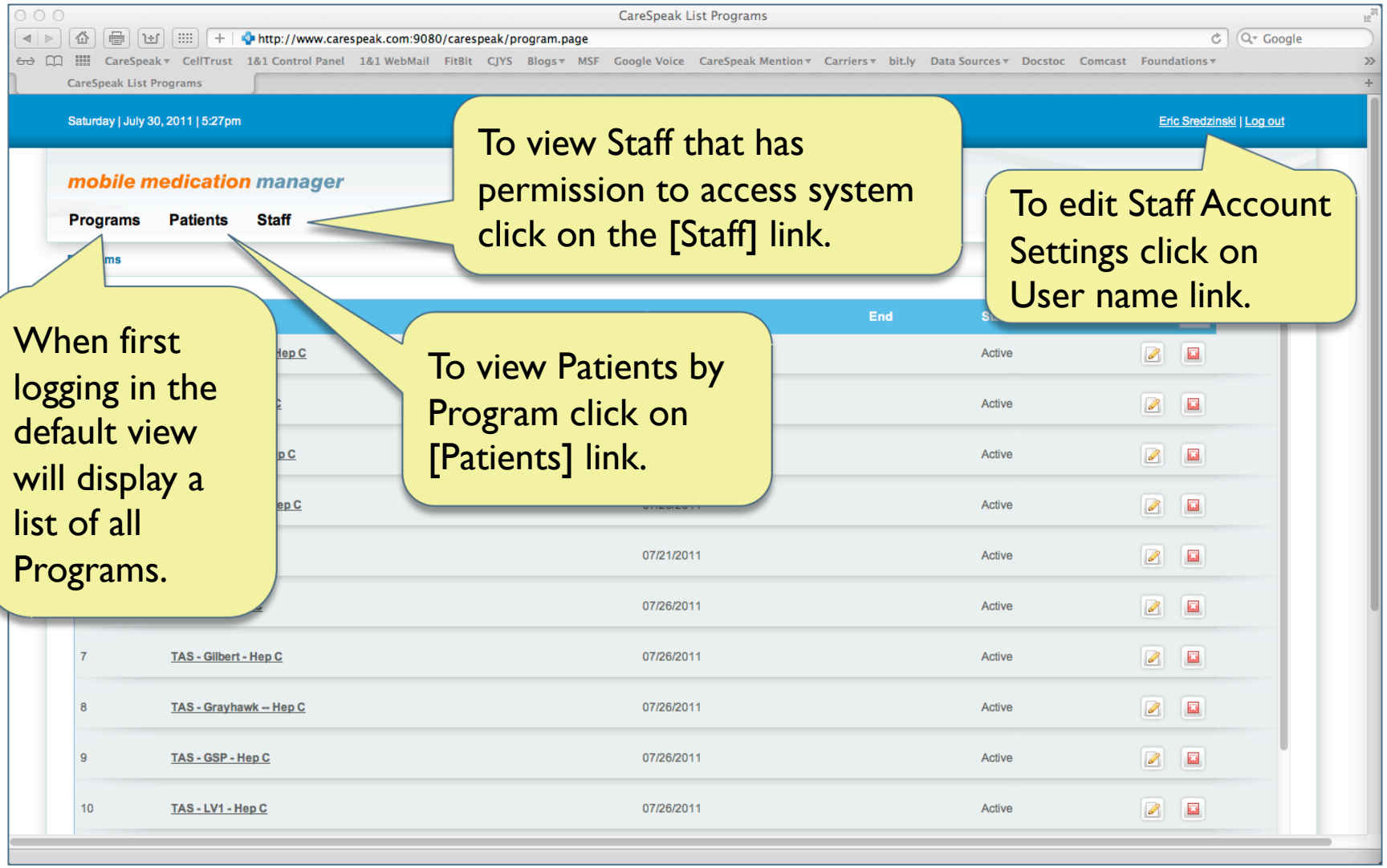
©2011 CareSpeak Communications, Inc.

Logging In

Sunday | August 07, 2011 | 2:05pm
mobile medication manager
A little extra peace of mind...
User Manual | FAQ
Powered by CareSpeak COMMUNICATIONS
Never Forget to Take Your Medication Again
The Mobile Medication Manager sends text messages to your mobile phone to help you take your medications on time and in the right amount.
1. Receive timely reminders to ensure you take your medication as prescribed.
2. Log your medication intakes by response text and view adherence calendar online.
3. Get timely refill reminder alerts to ensure uninterrupted therapy.
4. Involve caregiver(s) by having them receive escalation alerts so they can call you in case you miss your alert.
For more information, view User Manual | PRIVACY GUARANTEED - Read our Privacy Policy
Sign Up
Message and data rates may apply. You can opt-out from receiving any future messages from CareSpeak at any time by texting STOP to 47422. Text HELP to 47422 for help info. A confirmation message will be sent to you.
Read Terms & Conditions
Account Log In
User Name:
Password:
log in
forgot password
secure (SSL 256-bit e
GeoTrust
Test Service on Your Phone
John,
Take medication at 08:30am.
Confirm with 1.
To test if your phone and/or plan support text messaging, text the word TEST to short code 47422. If you don't receive confirmation within 30 minutes, call your carrier by dialing 611 from your phone.
As used by Mt. Sinai Medical Center and New York-Presbyterian
Mount Sinai The Mount Sinai Medical Center
Read press articles about CareSpeak ...
Wireless.
Log-in here using the user name and password you were provided.
Privacy Policy | Terms & Conditions | Contact Us
Copyright © 2006-2011 CareSpeak Communications, Inc., All rights reserved.

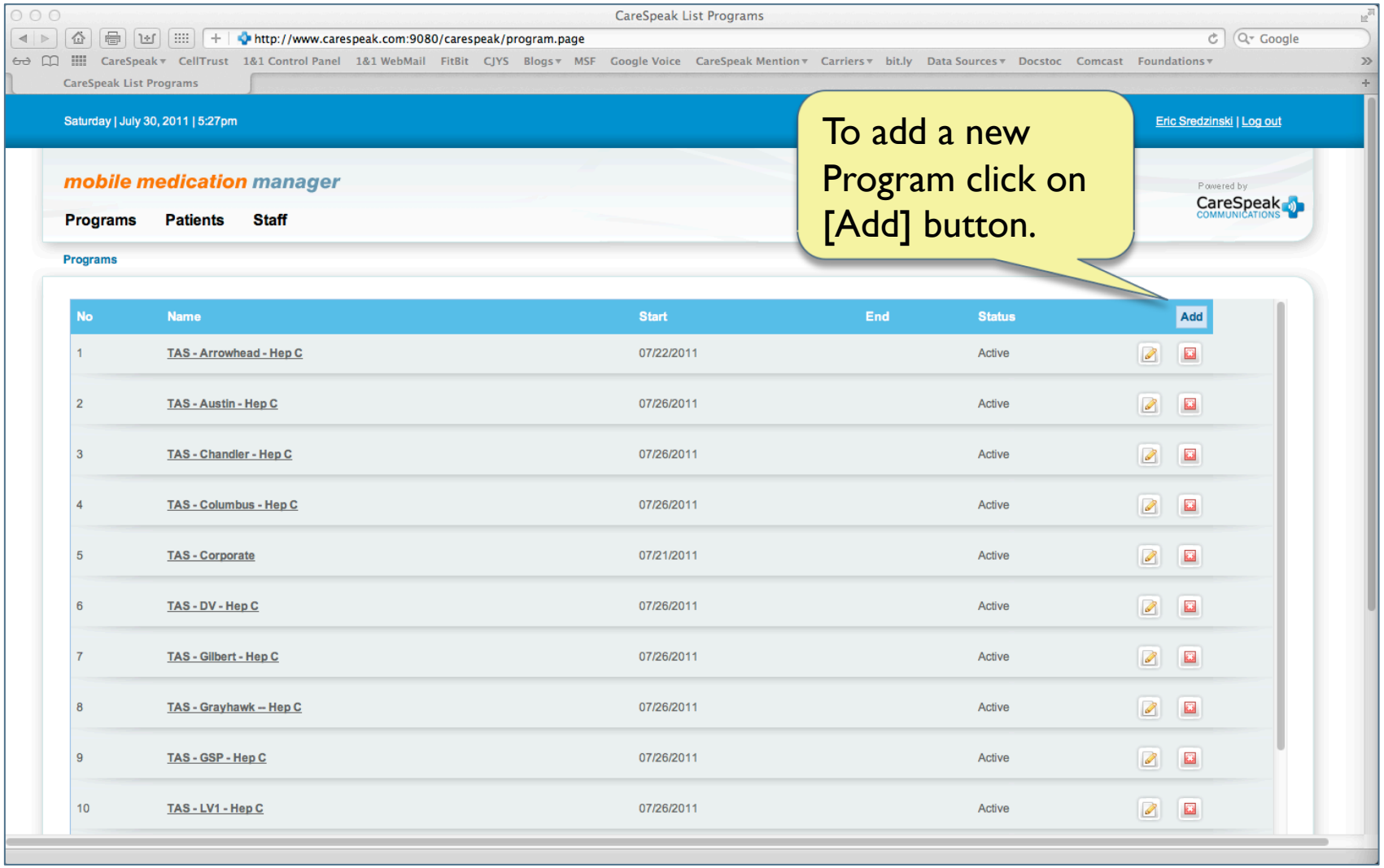
©2011 CareSpeak Communications, Inc.

System Overview


CareSpeak List Programs
http://www.carespeak.com:9080/carespeak/program.page
Saturday | July 30, 2011 | 5:27pm
Eric Sredzinski | Log out
mobile medication manager
Programs
Patients
Staff
To view Staff that has permission to access system click on the [Staff] link.
To edit Staff Account Settings click on User name link.
When first logging in the default view will display a list of all Programs.
To view Patients by Program click on [Patients] link.
End
Active
07/21/2011
07/26/2011
7 TAS - Gilbert - Hep C 07/26/2011 Active
8 TAS - Grayhawk – Hep C 07/26/2011 Active
9 TAS - GSP - Hep C 07/26/2011 Active
10 TAS - LV1 - Hep C 07/26/2011 Active

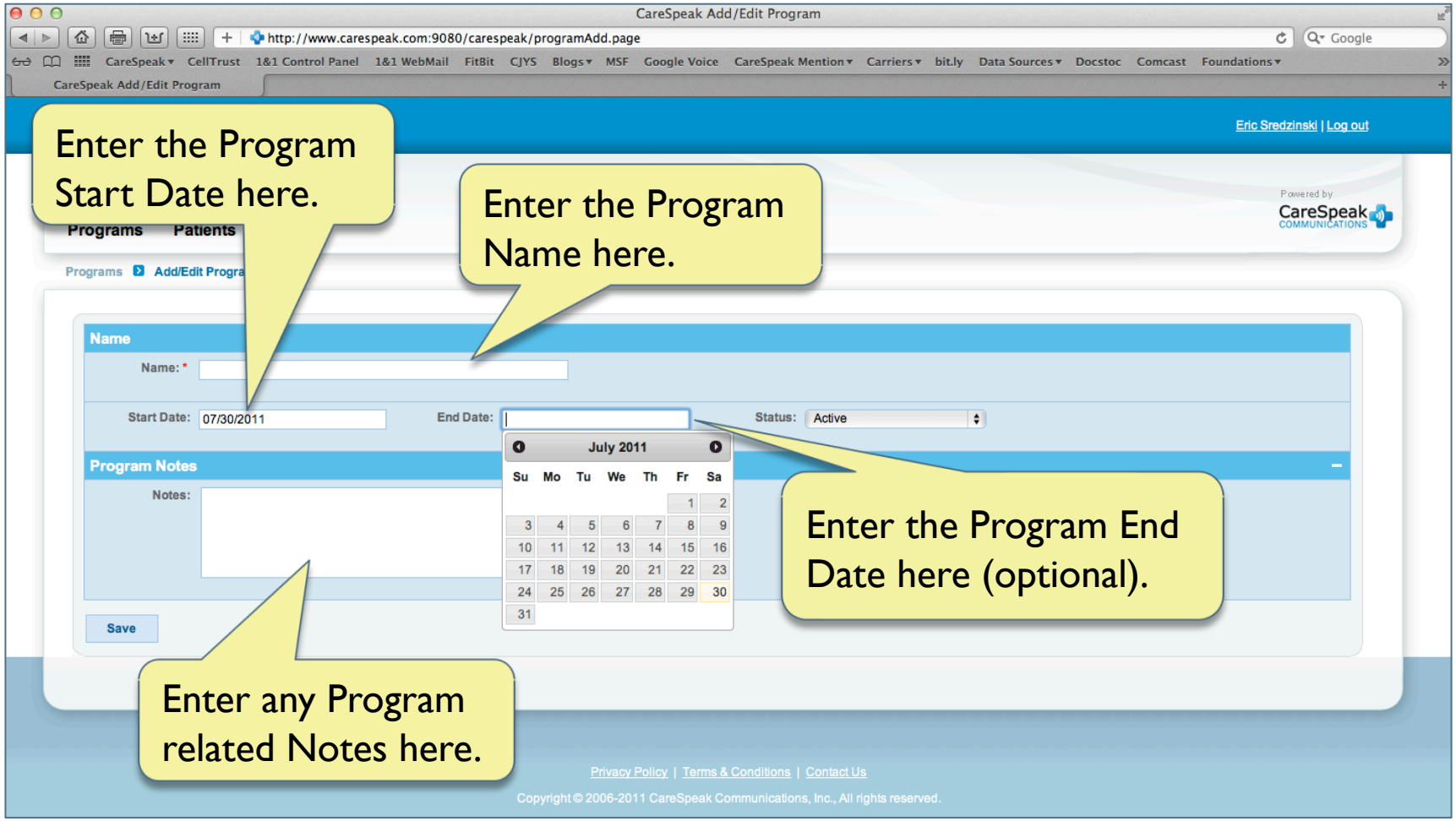
©2011 CareSpeak Communications, Inc.

Creating New Program


CareSpeak List Programs
http://www.carespeak.com:9080/carespeak/program.page
Saturday | July 30, 2011 | 5:27pm
Eric Sredzinski | Log out
mobile medication manager
Programs
Patients
Staff
Powered by CareSpeak COMMUNICATIONS
To add a new Program click on [Add] button.
Programs
No
Name
Start
End
Status
Add
1 TAS - Arrowhead - Hep C 07/22/2011 Active
2 TAS - Austin - Hep C 07/26/2011 Active
3 TAS - Chandler - Hep C 07/26/2011 Active
4 TAS - Columbus - Hep C 07/26/2011 Active
5 TAS - Corporate 07/21/2011 Active
6 TAS - DV - Hep C 07/26/2011 Active
7 TAS - Gilbert - Hep C 07/26/2011 Active
8 TAS - Grayhawk – Hep C 07/26/2011 Active
9 TAS - GSP - Hep C 07/26/2011 Active
10 TAS - LV1 - Hep C 07/26/2011 Active

©2011 CareSpeak Communications, Inc.

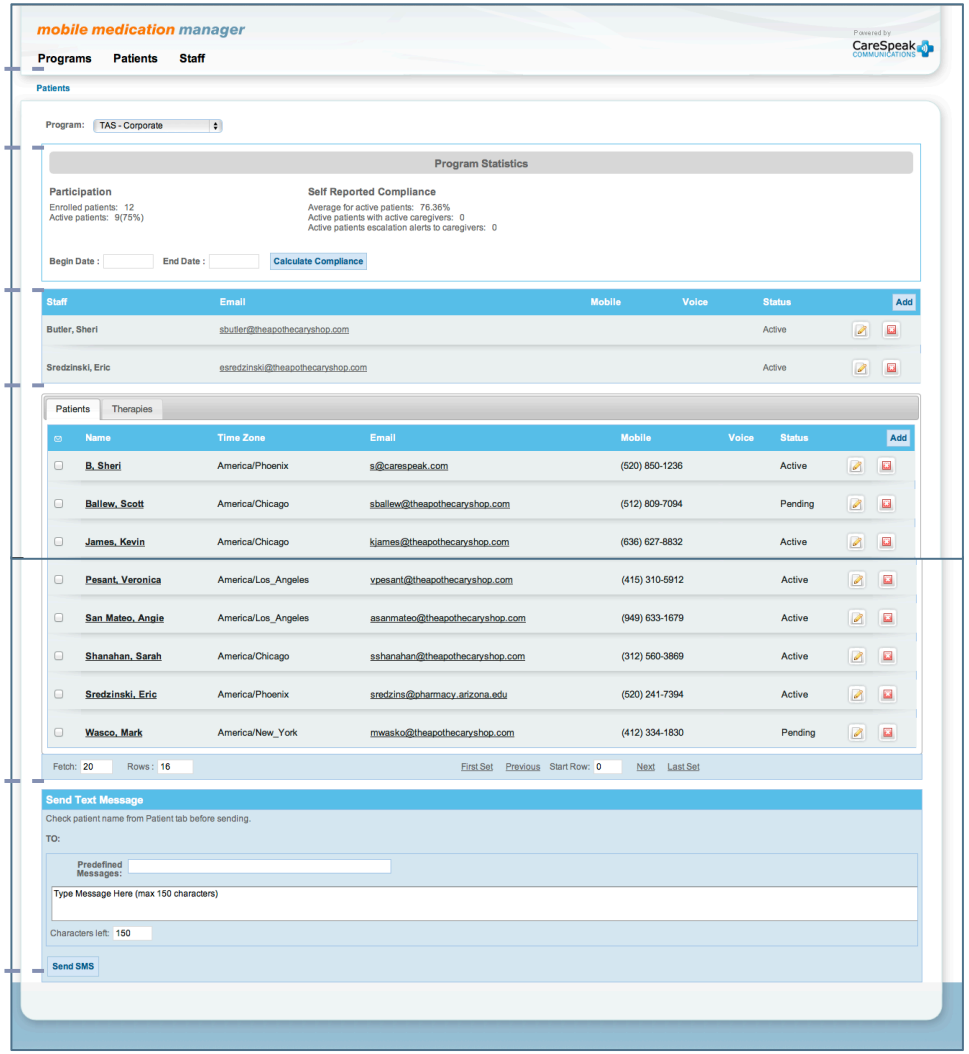
Creating New Program



©2011 CareSpeak Communications, Inc.

Patients Page: Overview

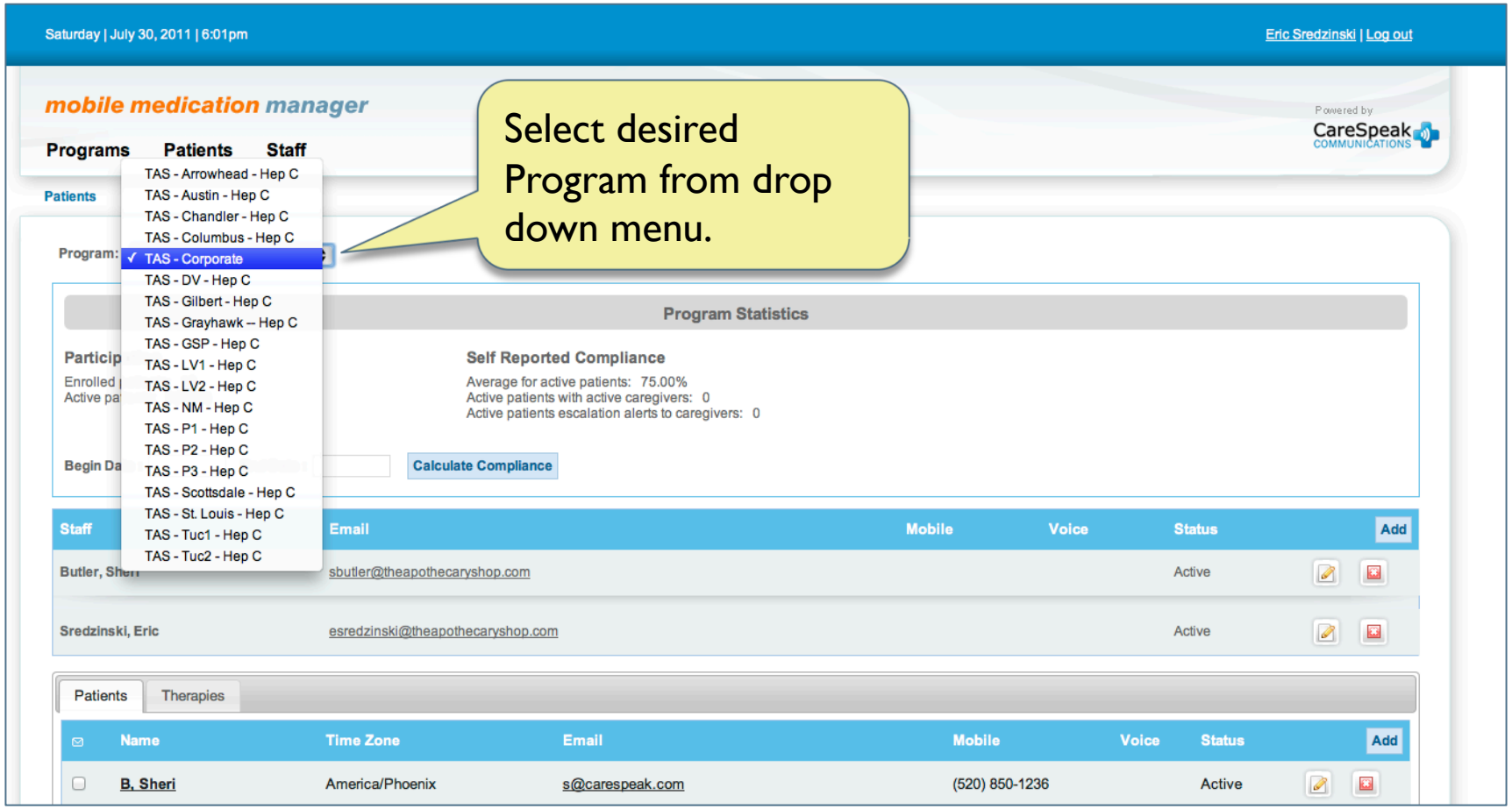
- Select Program to view
- View Program statistics
- Manage Program Staff
- Manage Program Patients and their Therapies using [Patients] and [Therapy] tabs
- Message Patient(s)



©2011 CareSpeak Communications, Inc.

Last updated: 8/19/2011

Patients Page: Select Program

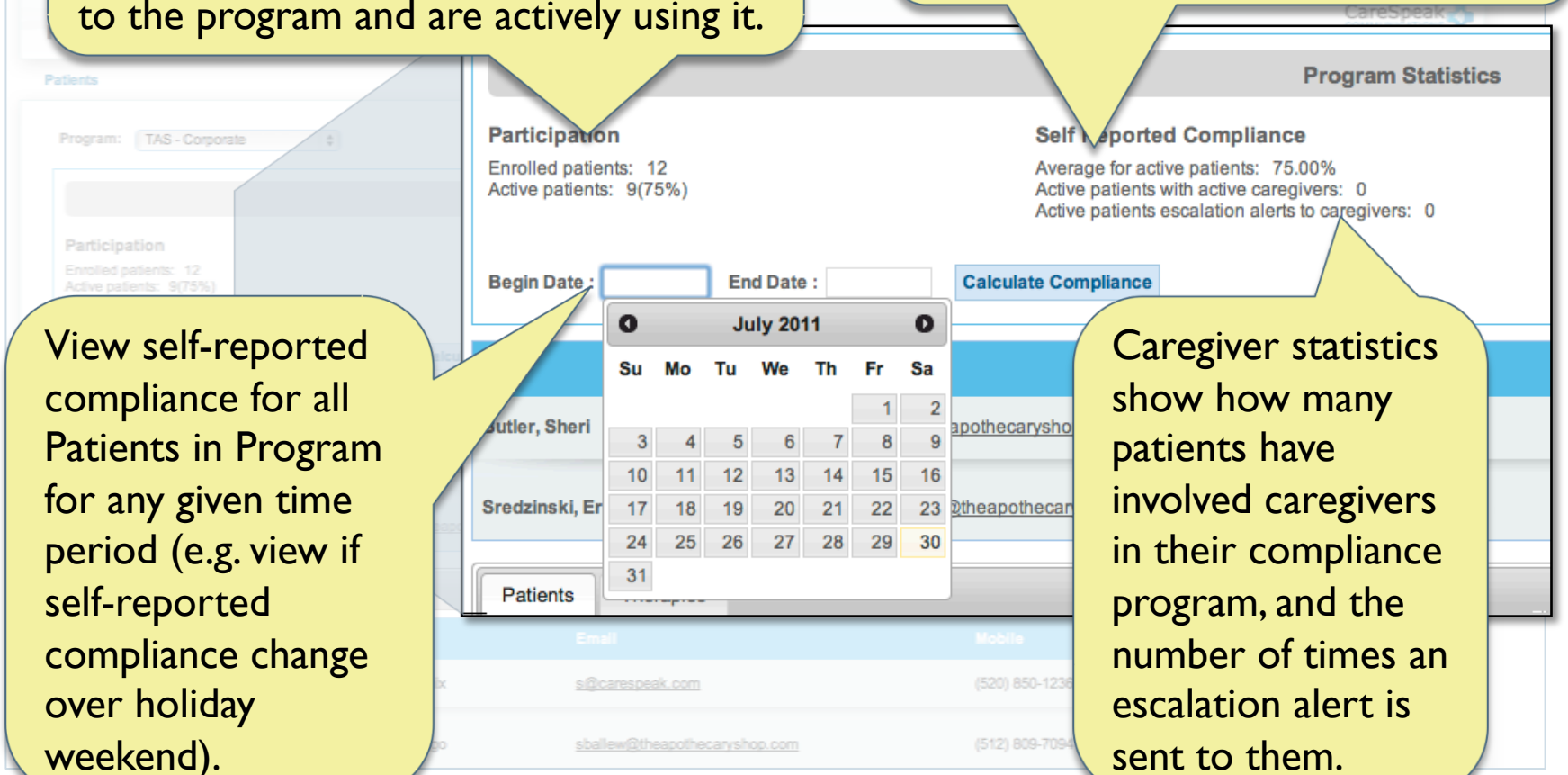


©2011 CareSpeak Communications, Inc.

Patients Page: Statistics

Enrolled > total number of patients enrolled into program by Staff
Active > patients who have opted-into to the program and are actively using it.

Self-reported compliance for all Active Patients in Program from Program start date to current date.

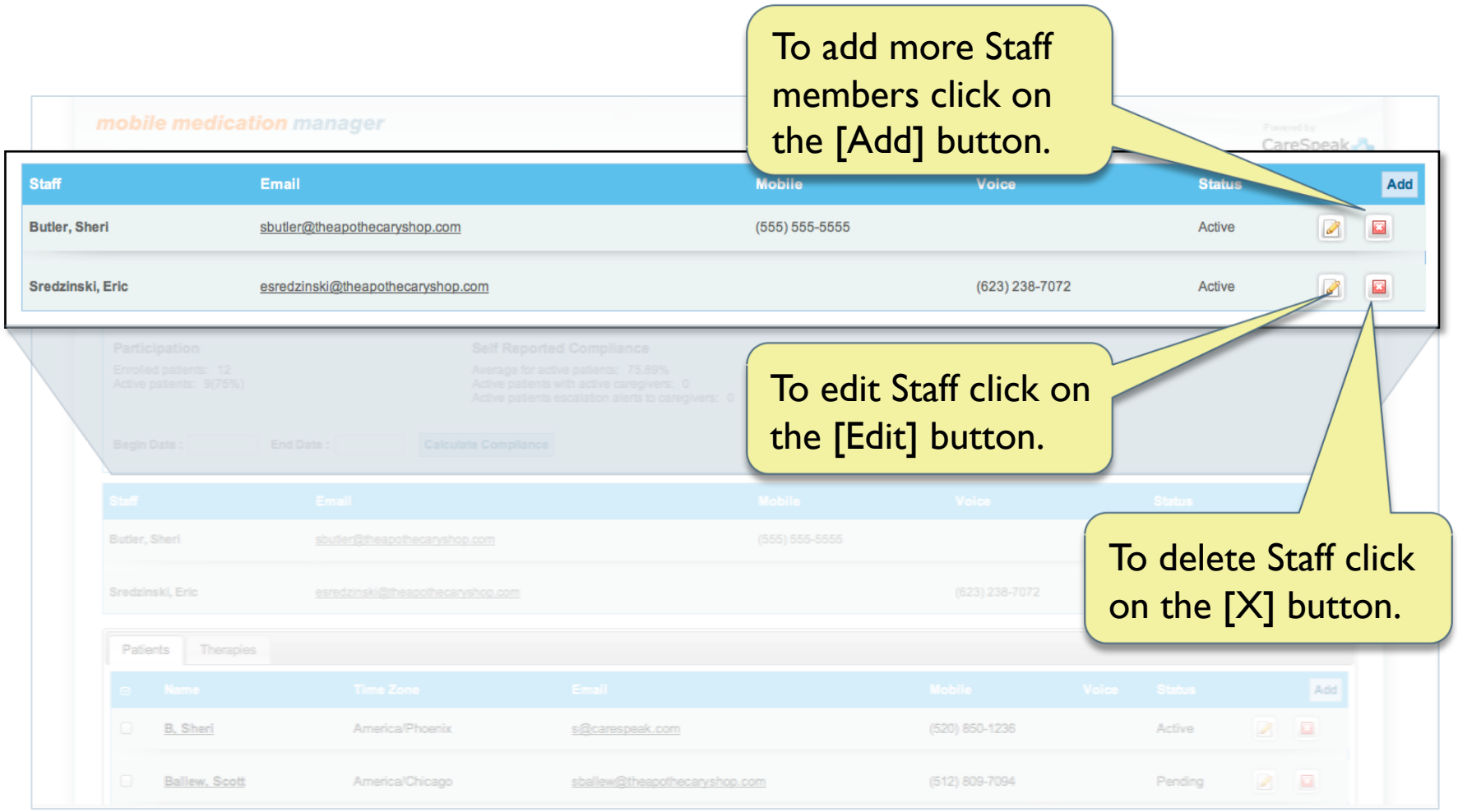


View self-reported compliance for all Patients in Program for any given time period (e.g. view if self-reported compliance change over holiday weekend).

Caregiver statistics show how many patients have involved caregivers in their compliance program, and the number of times an escalation alert is sent to them.

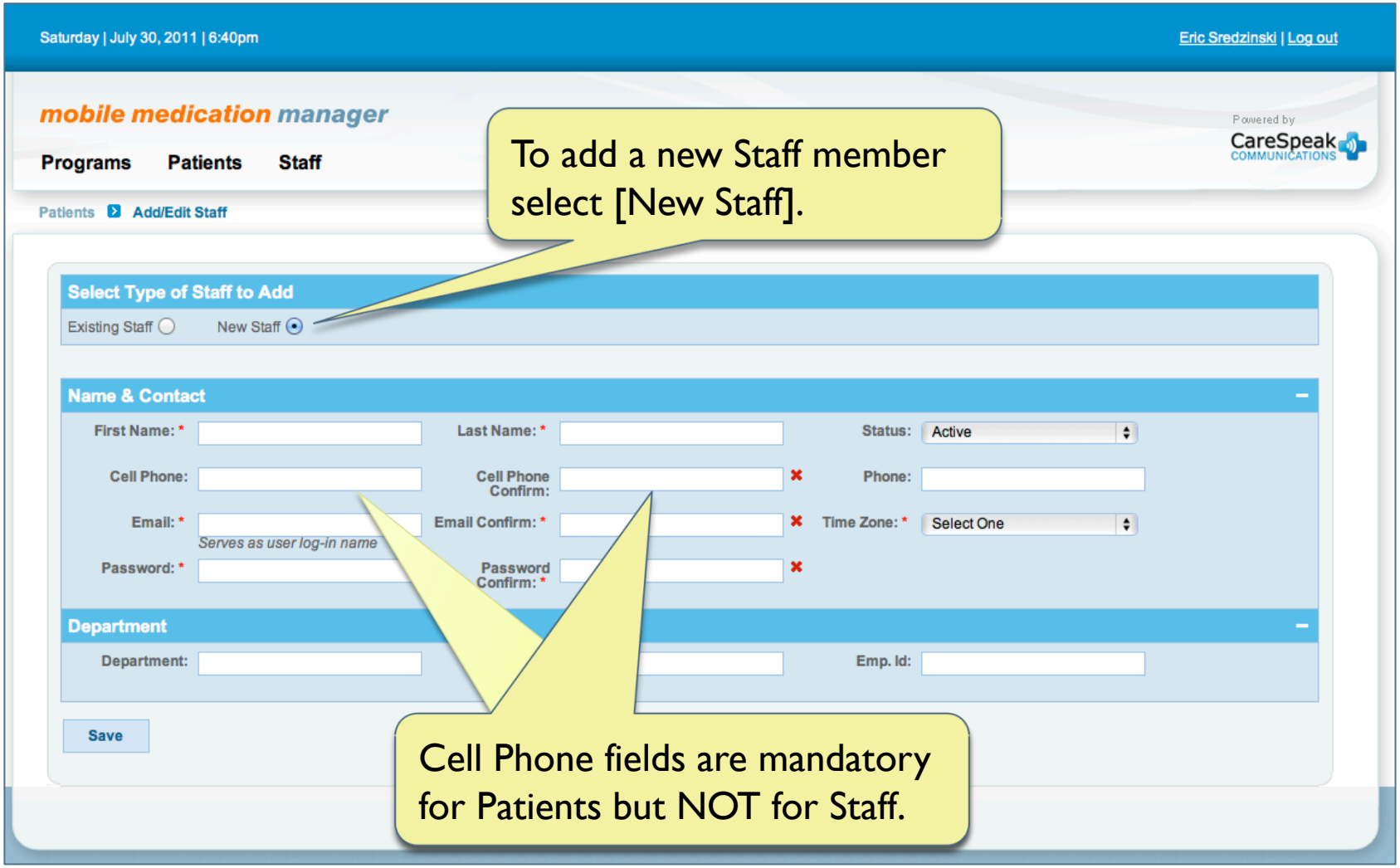
©2011 CareSpeak Communications, Inc.

Patients Page: Staff Management



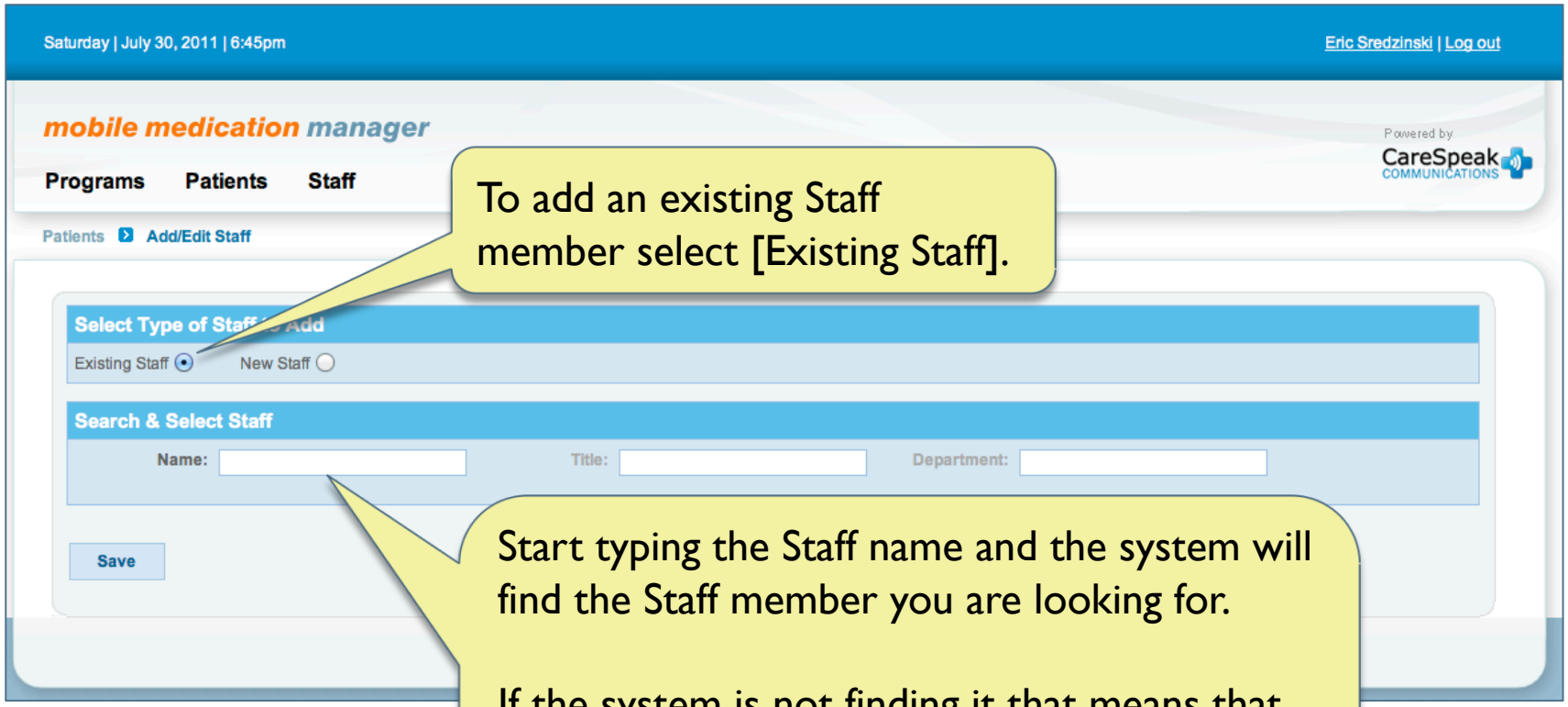
©2011 CareSpeak Communications, Inc.

Patients Page: Adding New Staff



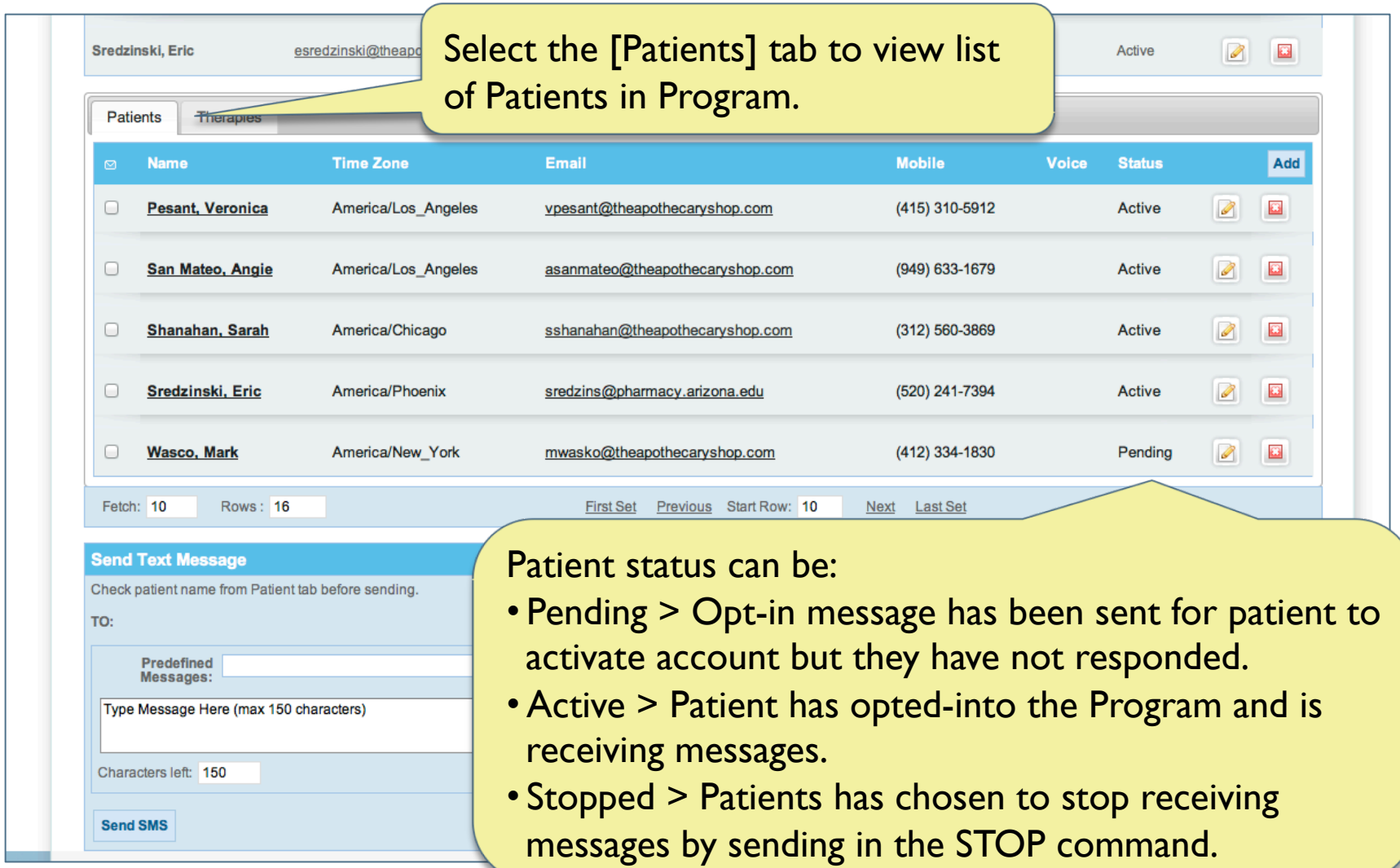
©2011 CareSpeak Communications, Inc.

Patients Page: Adding Existing Staff


Saturday | July 30, 2011 | 6:45pm
Eric Sredzinski | Log out
mobile medication manager
Powered by CareSpeak COMMUNICATIONS
Programs
Patients
Staff
Patients
Add/Edit Staff
Select Type of Staff to Add
Existing Staff
New Staff
Search & Select Staff
Name:
Title:
Department:
Save
To add an existing Staff member select [Existing Staff].
Start typing the Staff name and the system will find the Staff member you are looking for.
If the system is not finding it that means that the Staff member is currently not in the system and needs to be added. In that case select the [New Staff] button.

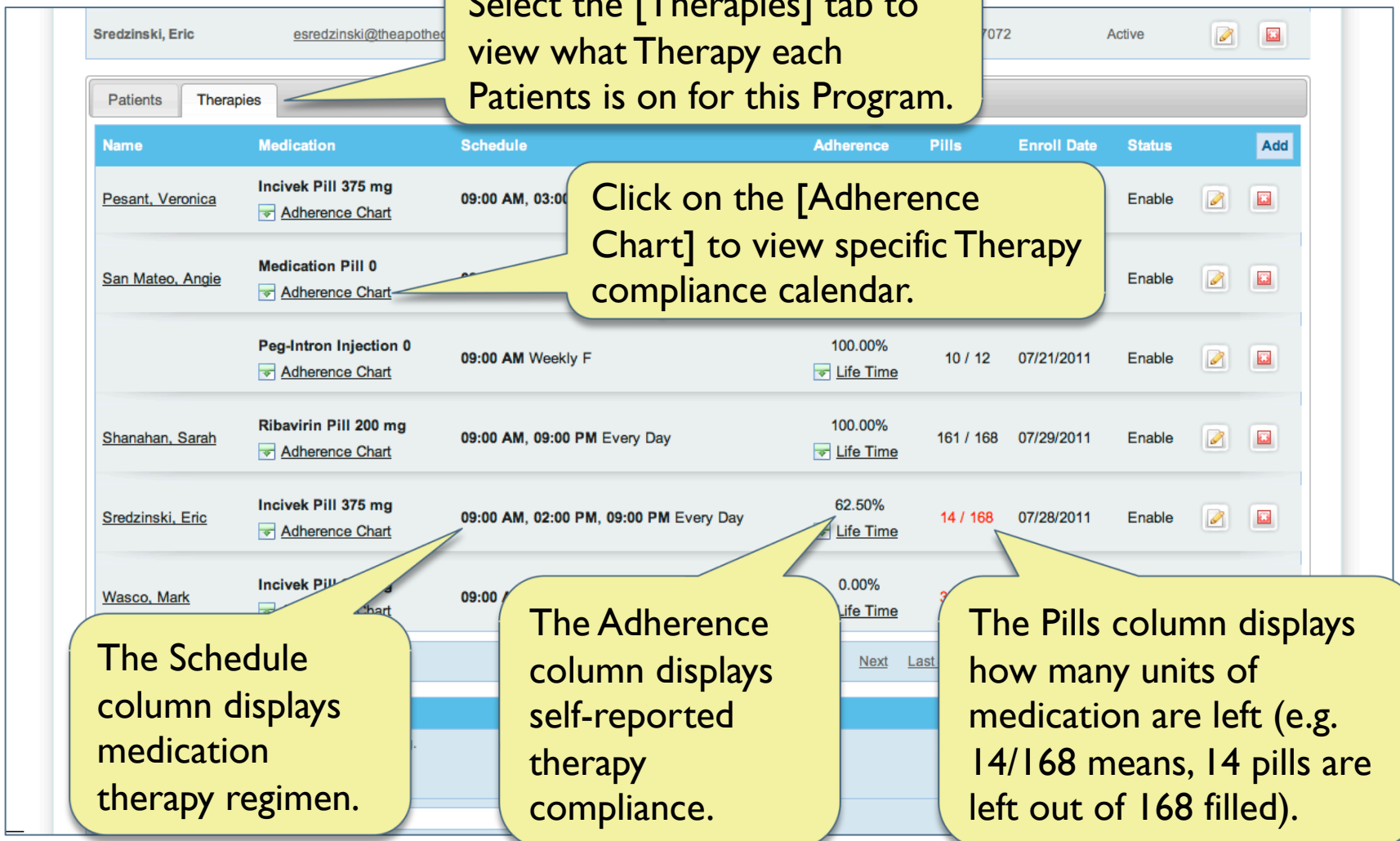
©2011 CareSpeak Communications, Inc.

Patients Page: Patients Tab



©2011 CareSpeak Communications, Inc.

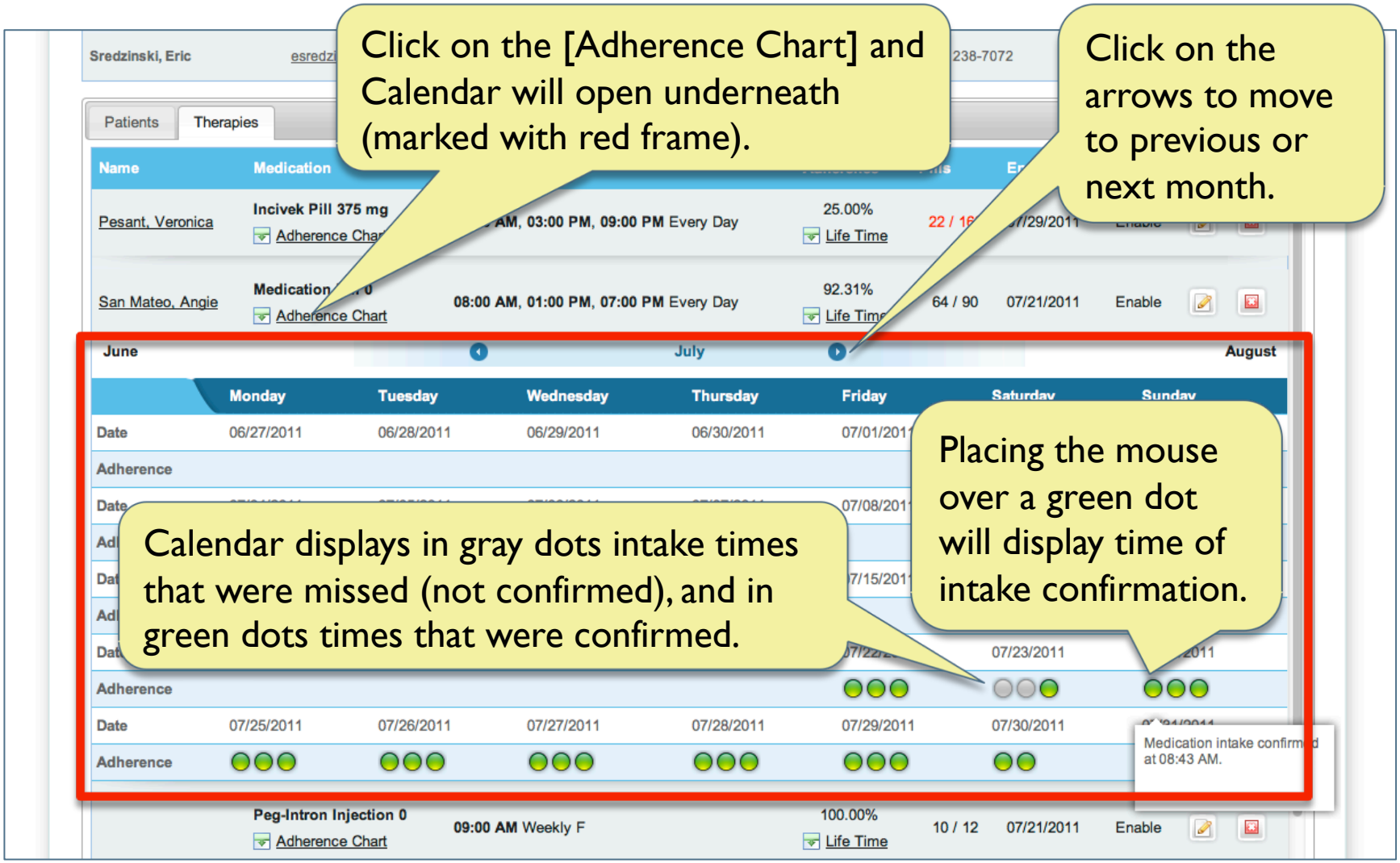
Patients Page: Therapy Tab



©2011 CareSpeak Communications, Inc.

Last updated: 8/19/2011

Patients Page: Therapy Tab

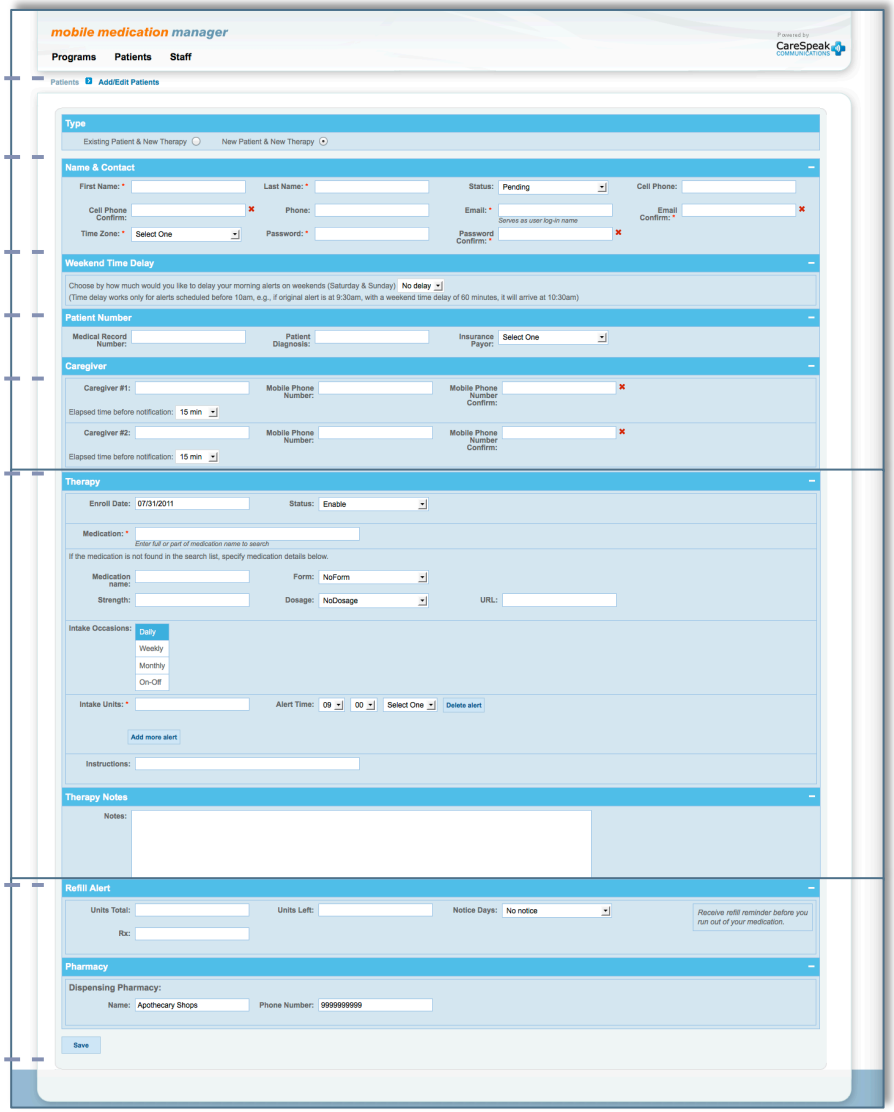


©2011 CareSpeak Communications, Inc.

Last updated: 8/19/2011

Add New Patient & Therapy: Overview

- Select New vs. Existing Patient
- Patient contact information
- Weekend morning alert delays
- Additional Patient information
- Caregiver information
- Therapy alerts setup
- Refill reminder setup information

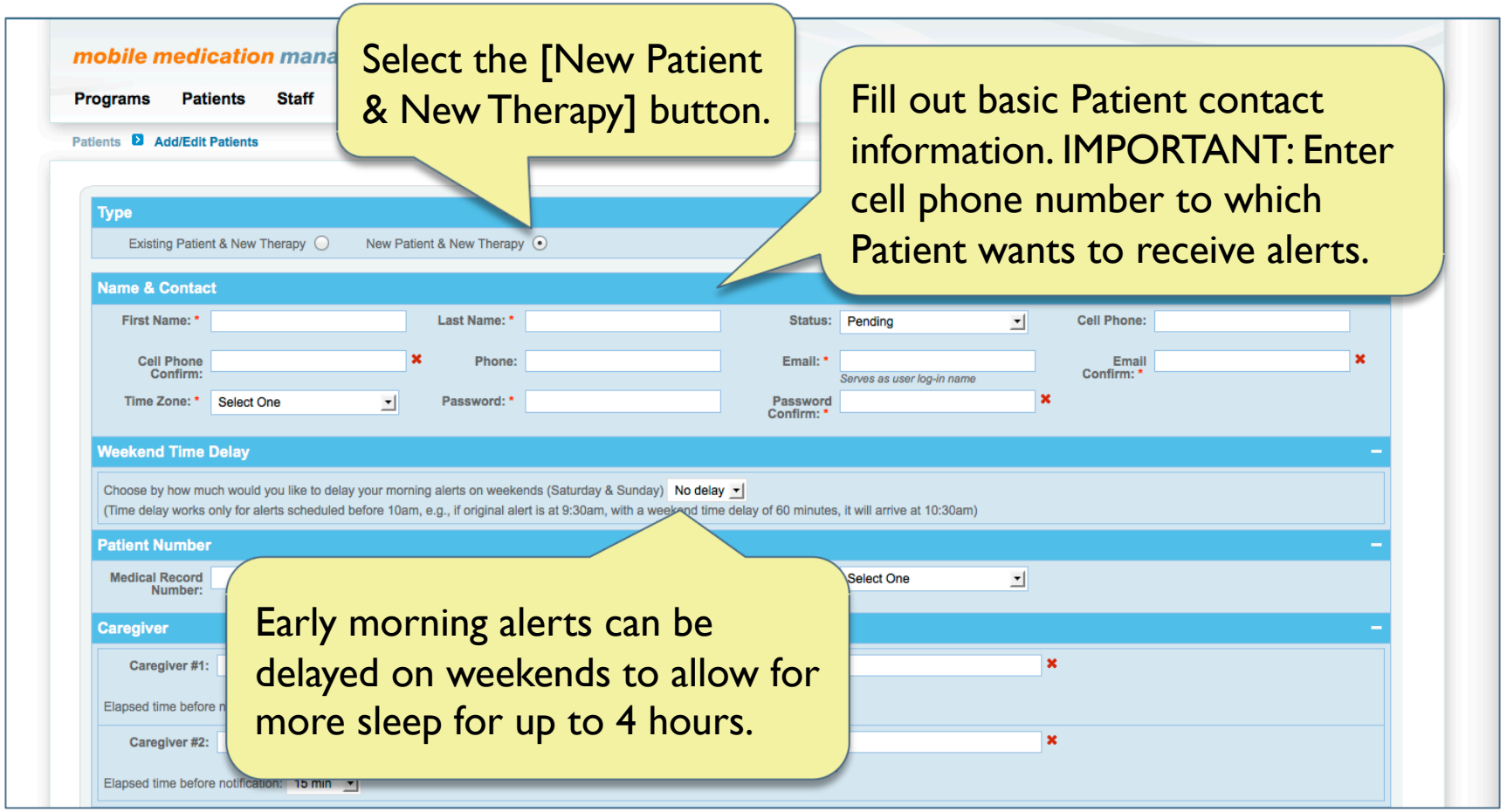


©2011 CareSpeak Communications, Inc.

Last updated: 8/19/2011

Add New Patient & Therapy: Patient Information

Step 1


Select the [New Patient & New Therapy] button.
Fill out basic Patient contact information. IMPORTANT: Enter cell phone number to which Patient wants to receive alerts.
Early morning alerts can be delayed on weekends to allow for more sleep for up to 4 hours.
mobile medication mana
Programs
Patients
Staff
Patients
Add/Edit Patients
Type
Existing Patient & New Therapy
New Patient & New Therapy
Name & Contact
First Name: *
Last Name: *
Status:
Pending
Cell Phone:
Cell Phone Confirm:
Phone:
Email: *
Serves as user log-in name
Email Confirm: *
Time Zone: *
Select One
Password: *
Password Confirm: *
Weekend Time Delay
Choose by how much would you like to delay your morning alerts on weekends (Saturday & Sunday)
No delay
(Time delay works only for alerts scheduled before 10am, e.g., if original alert is at 9:30am, with a weekend time delay of 60 minutes, it will arrive at 10:30am)
Patient Number
Medical Record Number:
Select One
Caregiver
Caregiver #1:
Caregiver #2:
Elapsed time before notification:
15 min

©2011 CareSpeak Communications, Inc.

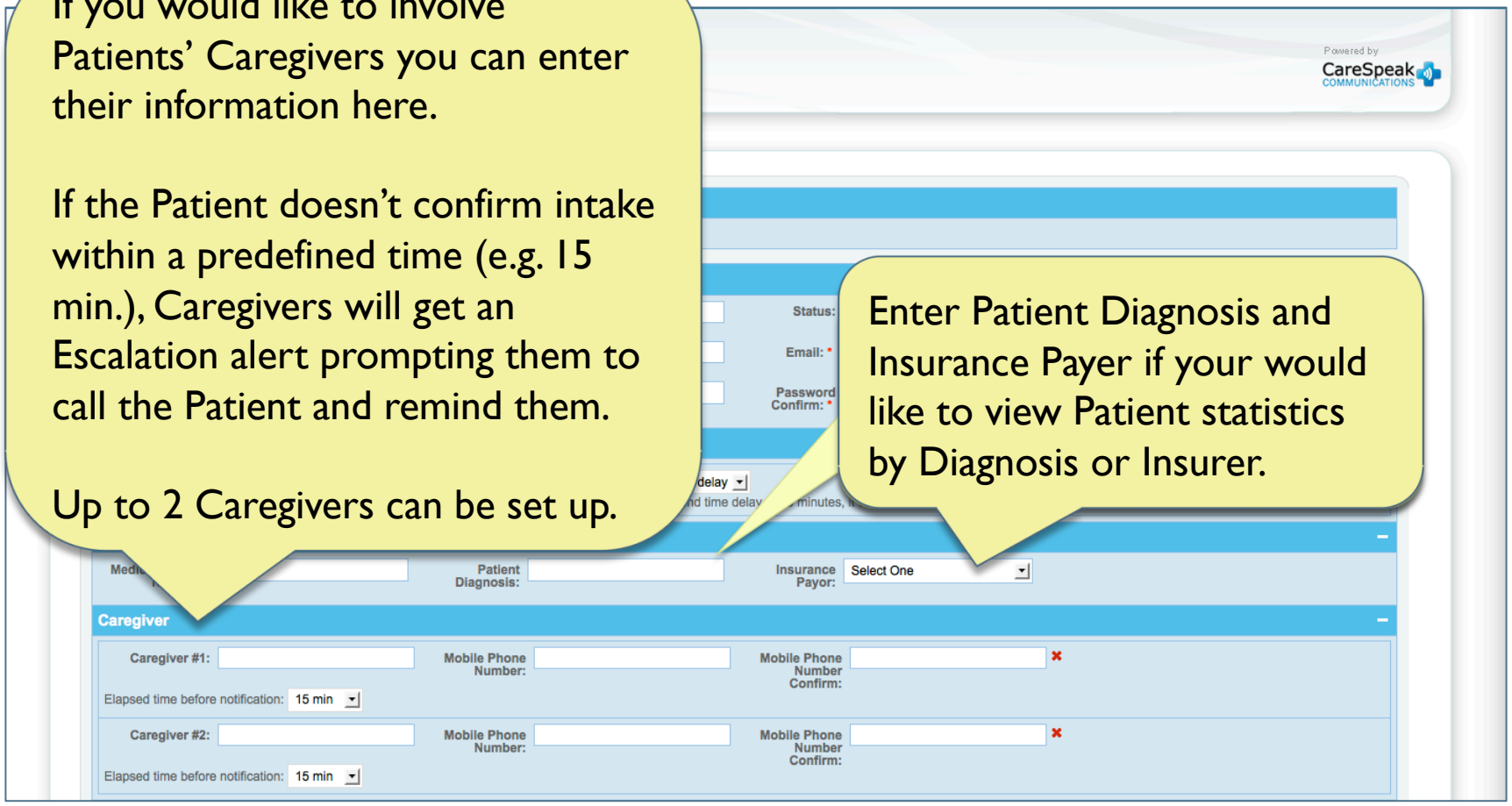
Add New Patient & Therapy: Caregiver Involvement

Step 1 (continued)

If you would like to involve Patients' Caregivers you can enter their information here.

If the Patient doesn't confirm intake within a predefined time (e.g. 15 min.), Caregivers will get an Escalation alert prompting them to call the Patient and remind them.

Up to 2 Caregivers can be set up.

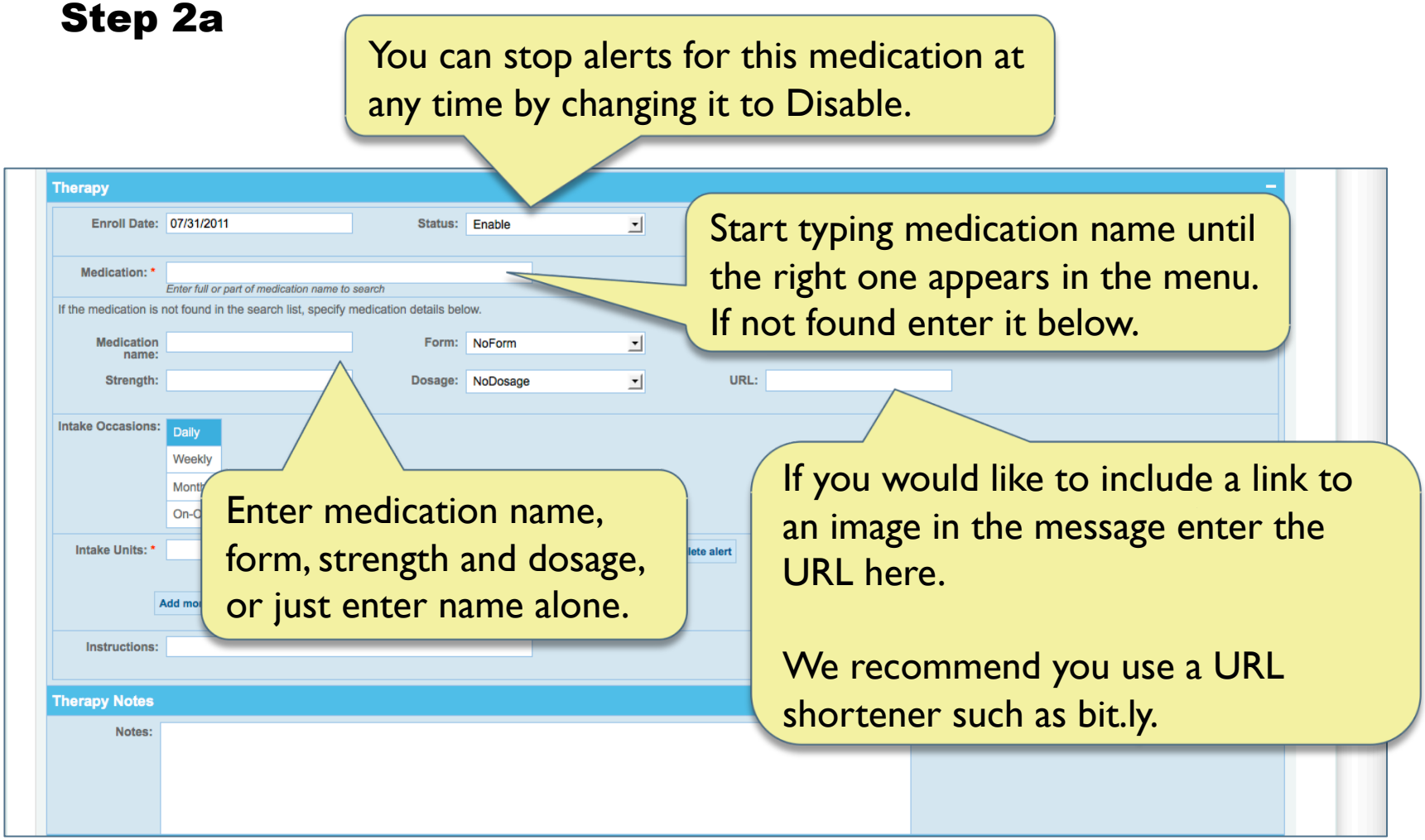


Enter Patient Diagnosis and Insurance Payer if your would like to view Patient statistics by Diagnosis or Insurer.

©2011 CareSpeak Communications, Inc.

Add New Patient & Therapy: Set Up Alerts

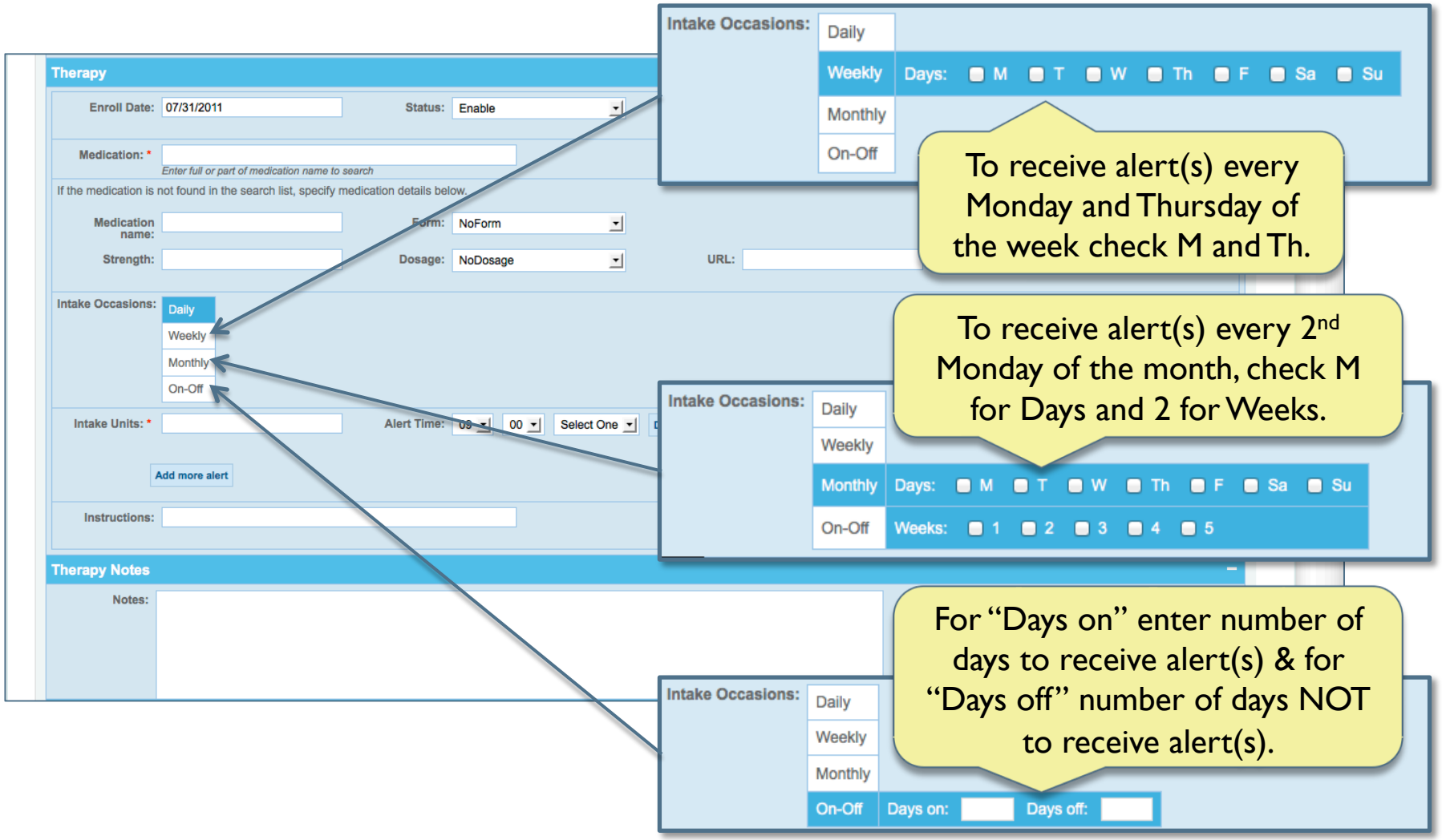
Step 2a


You can stop alerts for this medication at any time by changing it to Disable.
Start typing medication name until the right one appears in the menu. If not found enter it below.
Enter medication name, form, strength and dosage, or just enter name alone.
If you would like to include a link to an image in the message enter the URL here.
We recommend you use a URL shortener such as bit.ly.
Therapy
Enroll Date: 07/31/2011
Status: Enable
Medication: *
Enter full or part of medication name to search
If the medication is not found in the search list, specify medication details below.
Medication name:
Form: NoForm
Strength:
Dosage: NoDosage
URL:
Intake Occasions:
Daily
Weekly
Intake Units: *
Instructions:
Therapy Notes
Notes:

©2011 CareSpeak Communications, Inc.

Add New Patient & Therapy: Set Up Alerts

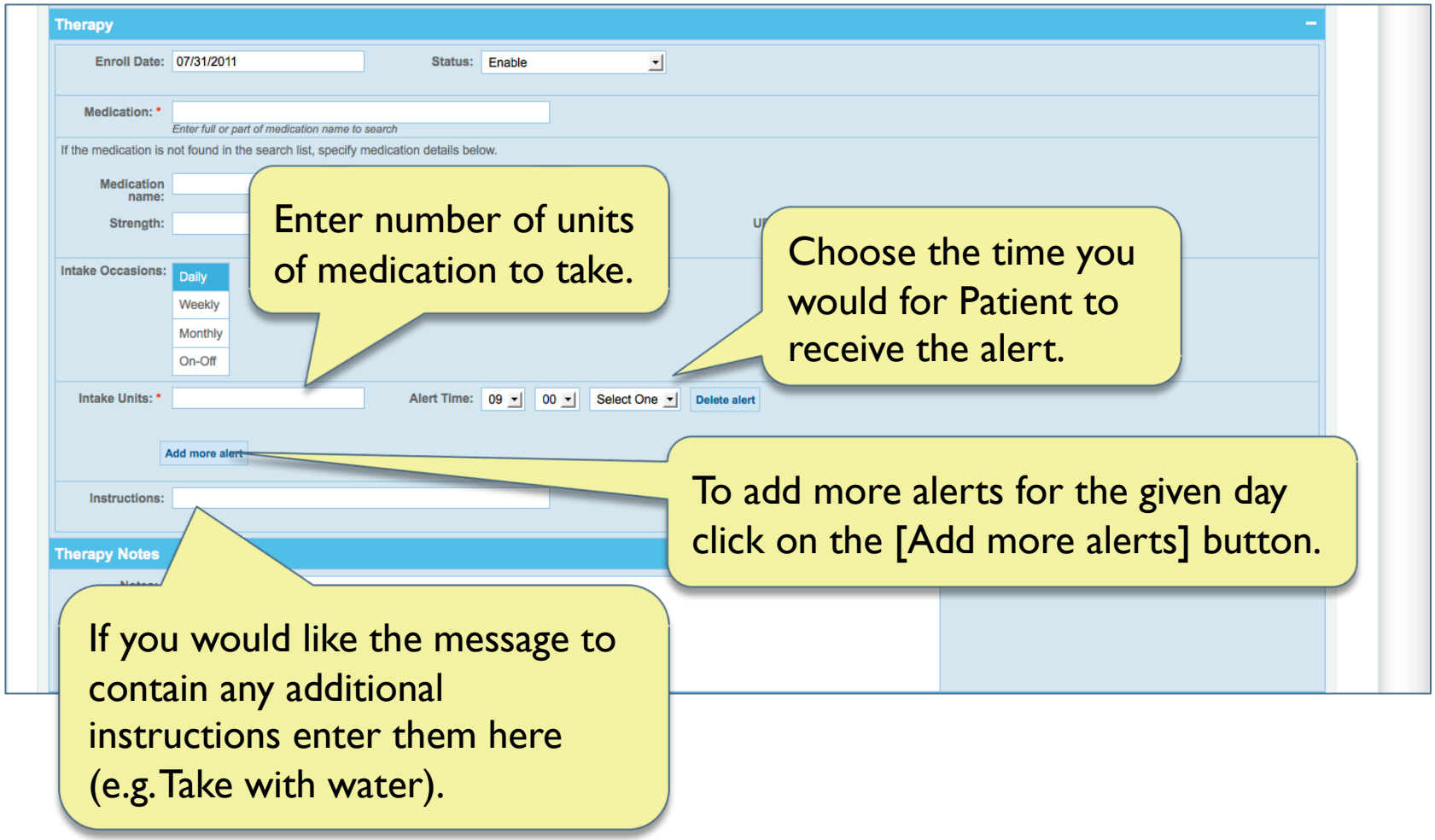
Step 2b


Therapy
Enroll Date: 07/31/2011
Status: Enable
Medication: *
Enter full or part of medication name to search
If the medication is not found in the search list, specify medication details below.
Medication name:
Form: NoForm
Strength:
Dosage: NoDosage
URL:
Intake Occasions: Daily Weekly Monthly On-Off
Intake Units: *
Alert Time: 09 00 Select One
Add more alert
Instructions:
Therapy Notes
Notes:
Intake Occasions: Daily Weekly Days: M T W Th F Sa Su Monthly On-Off
To receive alert(s) every Monday and Thursday of the week check M and Th.
Intake Occasions: Daily Weekly Monthly Days: M T W Th F Sa Su On-Off Weeks: 1 2 3 4 5
To receive alert(s) every 2nd Monday of the month, check M for Days and 2 for Weeks.
Intake Occasions: Daily Weekly Monthly On-Off Days on: Days off:
For "Days on" enter number of days to receive alert(s) & for "Days off" number of days NOT to receive alert(s).

©2011 CareSpeak Communications, Inc.

Add New Patient & Therapy: Set Up Alerts

Step 2c


Therapy
Enroll Date: 07/31/2011
Status: Enable
Medication: *
Enter full or part of medication name to search
If the medication is not found in the search list, specify medication details below.
Medication name:
Strength:
Intake Occasions:
Daily
Weekly
Monthly
On-Off
Intake Units: *
Alert Time: 09 00 Select One
Delete alert
Add more alert
Instructions:
Therapy Notes
Enter number of units of medication to take.
Choose the time you would for Patient to receive the alert.
To add more alerts for the given day click on the [Add more alerts] button.
If you would like the message to contain any additional instructions enter them here (e.g. Take with water).

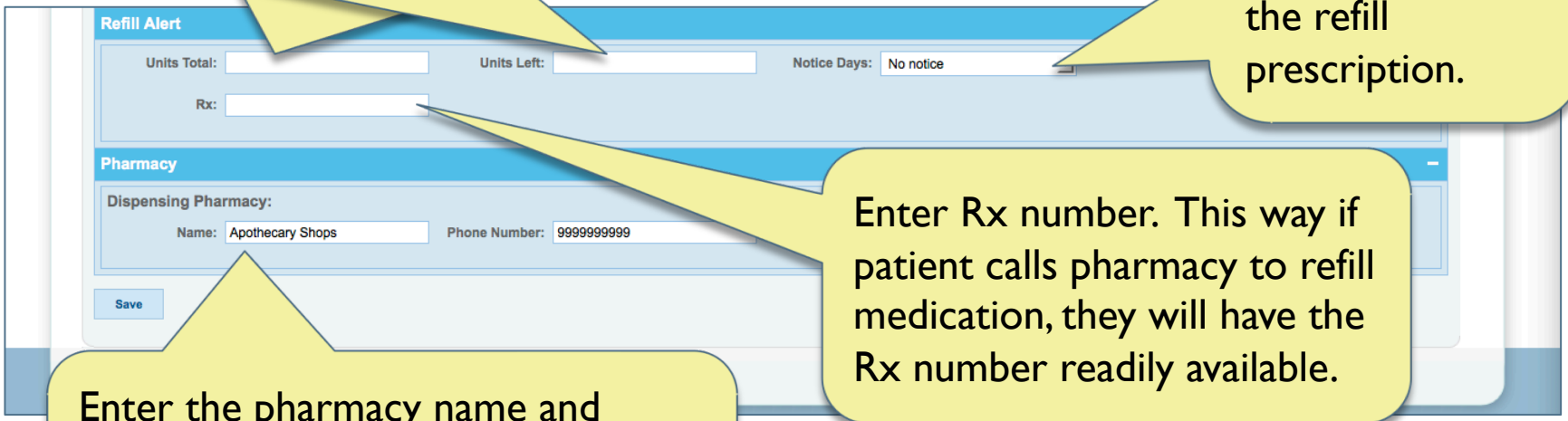
©2011 CareSpeak Communications, Inc.

Add New Patient & Therapy: Refill Alerts

Step 3

Enter number of units of medication in container (e.g. if patient just filled prescription and has 30 pills, enter 30 in both Units Total and Units Left).

Select how many days advance notice patient would like to get the refill prescription.

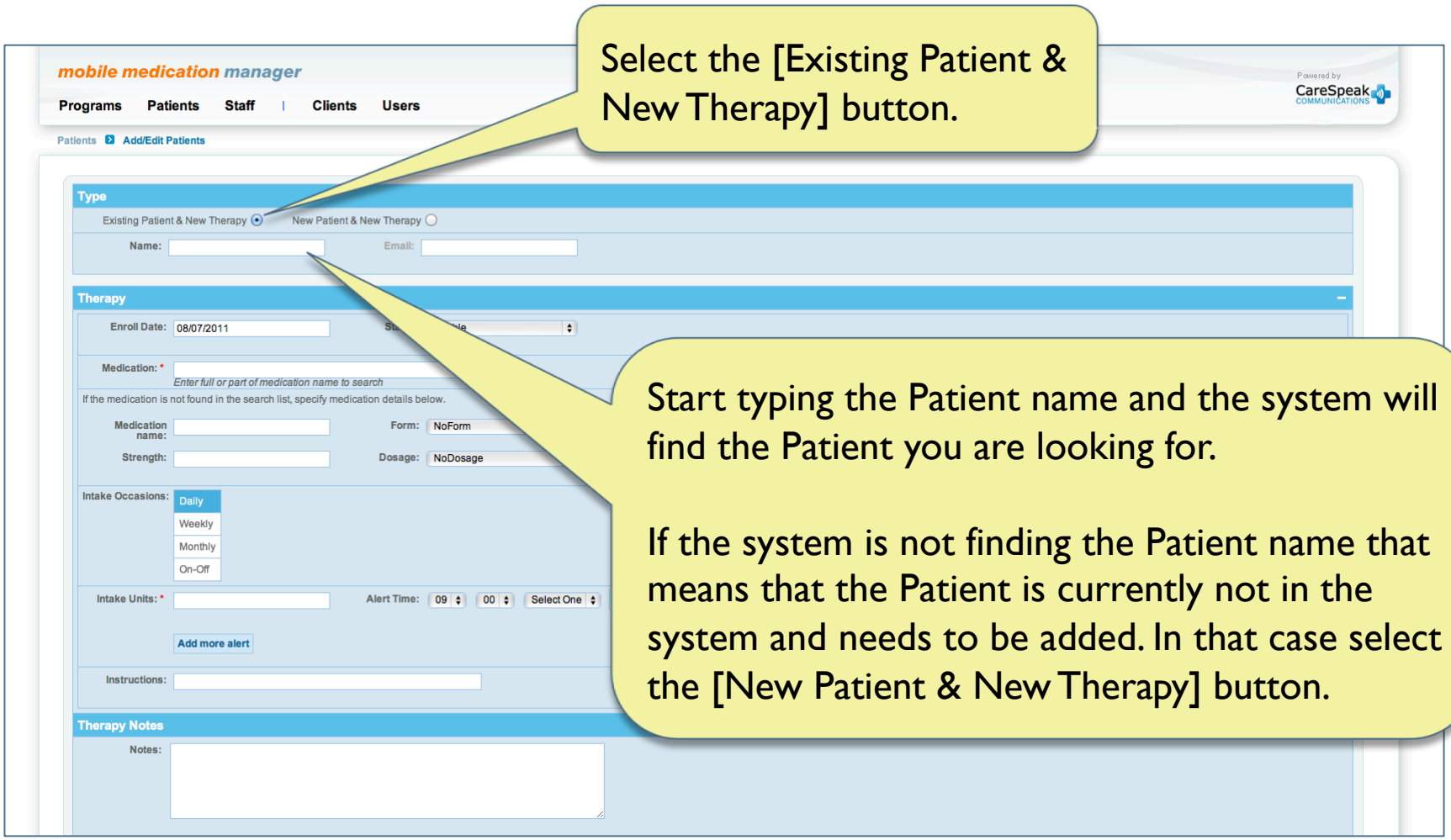


Enter Rx number. This way if patient calls pharmacy to refill medication, they will have the Rx number readily available.

Enter the pharmacy name and phone number. This way patient can immediately call the pharmacy to refill medication.

©2011 CareSpeak Communications, Inc.

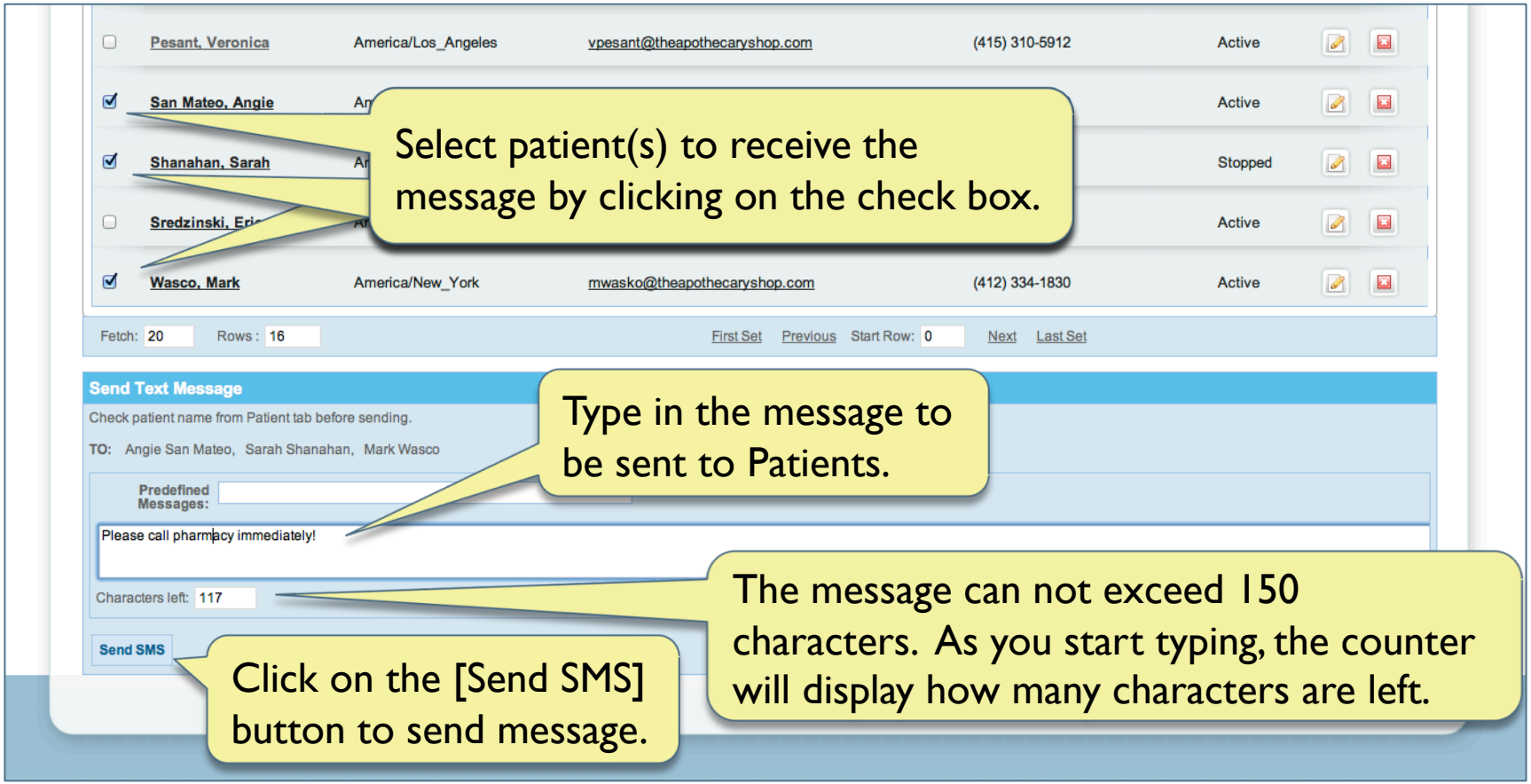
Add New Therapy for Existing Patient



©2011 CareSpeak Communications, Inc.

Messaging Patient(s) from Dashboard

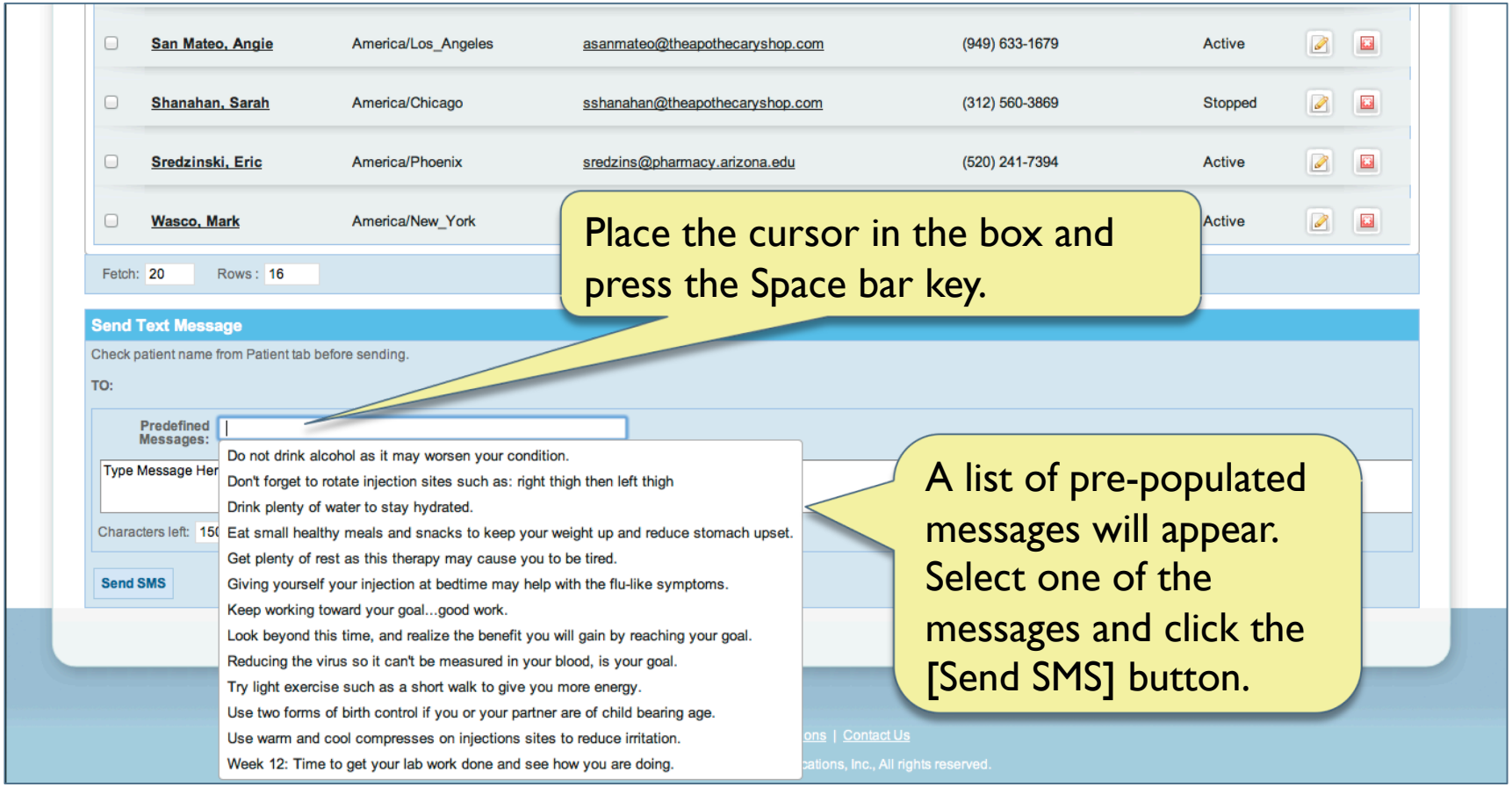
One, multiple, or all Patients can be messaged from the dashboard using the Send Text Message tool. Message(s) are one-way only and Patient(s) can not respond to it.


Pesant, Veronica America/Los_Angeles vpesant@theapothecaryshop.com (415) 310-5912 Active
San Mateo, Angie Active
Shanahan, Sarah Stopped
Active
Wasco, Mark America/New_York mwasko@theapothecaryshop.com (412) 334-1830 Active
Fetch: 20 Rows: 16 First Set Previous Start Row: 0 Next Last Set
Send Text Message
Check patient name from Patient tab before sending.
TO: Angie San Mateo, Sarah Shanahan, Mark Wasco
Predefined Messages:
Please call pharmacy immediately!
Characters left: 117
Send SMS
Select patient(s) to receive the message by clicking on the check box.
Type in the message to be sent to Patients.
The message can not exceed 150 characters. As you start typing, the counter will display how many characters are left.
Click on the [Send SMS] button to send message.

©2011 CareSpeak Communications, Inc.

Messaging Patient(s) from Dashboard

A pre-populated message can be also selected and send from drop down menu.

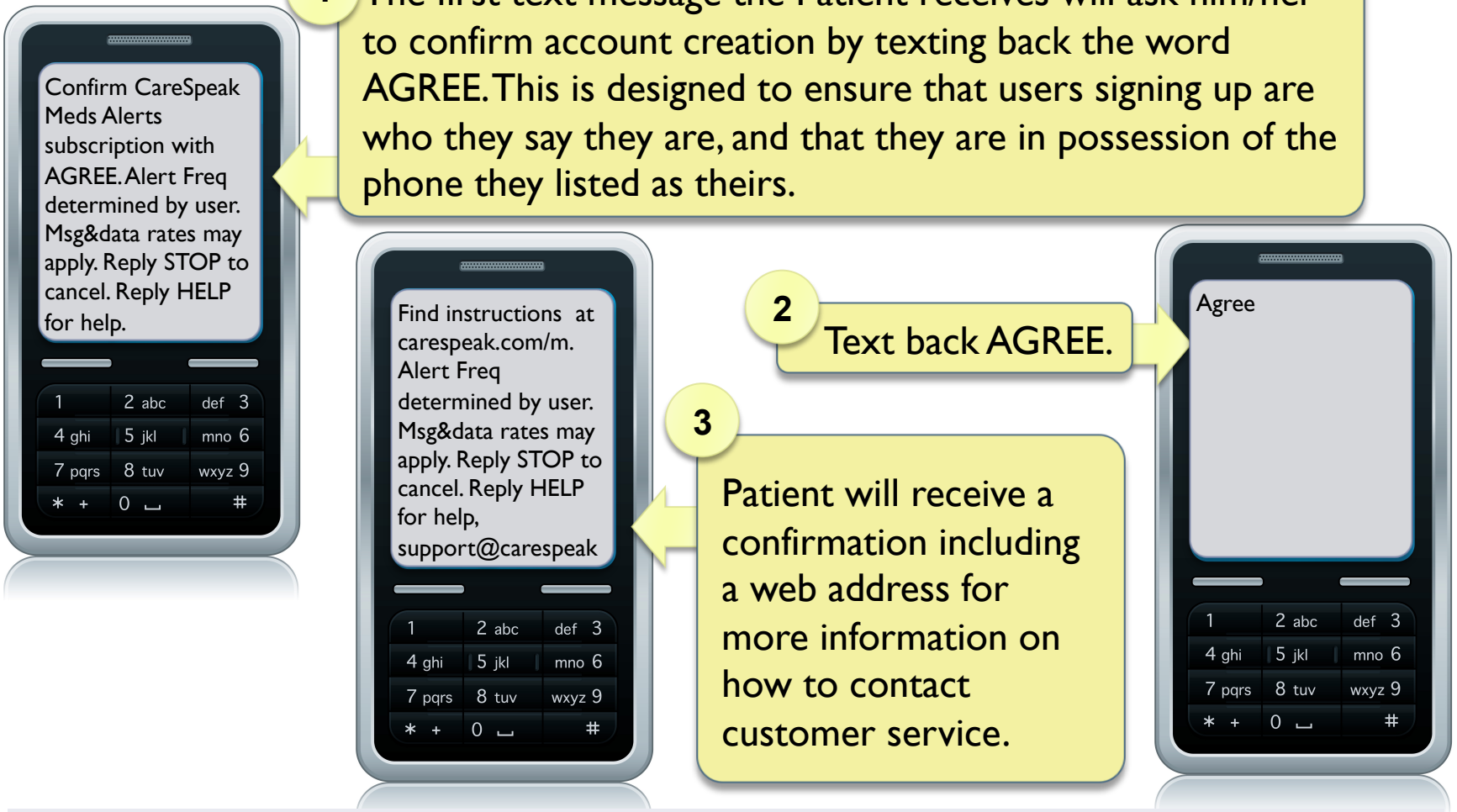

San Mateo, Angie America/Los_Angeles asanmateo@theapothecaryshop.com (949) 633-1679 Active
Shanahan, Sarah America/Chicago sshanahan@theapothecaryshop.com (312) 560-3869 Stopped
Sredzinski, Eric America/Phoenix sredzins@pharmacy.arizona.edu (520) 241-7394 Active
Wasco, Mark America/New_York Active
Fetch: 20 Rows : 16
Send Text Message
Check patient name from Patient tab before sending.
TO:
Predefined Messages:
Type Message Her
Characters left: 150
Send SMS
Do not drink alcohol as it may worsen your condition.
Don't forget to rotate injection sites such as: right thigh then left thigh
Drink plenty of water to stay hydrated.
Eat small healthy meals and snacks to keep your weight up and reduce stomach upset.
Get plenty of rest as this therapy may cause you to be tired.
Giving yourself your injection at bedtime may help with the flu-like symptoms.
Keep working toward your goal...good work.
Look beyond this time, and realize the benefit you will gain by reaching your goal.
Reducing the virus so it can't be measured in your blood, is your goal.
Try light exercise such as a short walk to give you more energy.
Use two forms of birth control if you or your partner are of child bearing age.
Use warm and cool compresses on injections sites to reduce irritation.
Week 12: Time to get your lab work done and see how you are doing.
Place the cursor in the box and press the Space bar key.
A list of pre-populated messages will appear. Select one of the messages and click the [Send SMS] button.
Contact Us

©2011 CareSpeak Communications, Inc.

Staff Account Settings

©2011 CareSpeak Communications, Inc.

Registering a Patient & Caregiver(s)


1
The first text message the Patient receives will ask him/her to confirm account creation by texting back the word AGREE. This is designed to ensure that users signing up are who they say they are, and that they are in possession of the phone they listed as theirs.
Confirm CareSpeak Meds Alerts subscription with AGREE. Alert Freq determined by user. Msg&data rates may apply. Reply STOP to cancel. Reply HELP for help.
2
Text back AGREE.
Agree
3
Patient will receive a confirmation including a web address for more information on how to contact customer service.
Find instructions at carespeak.com/m. Alert Freq determined by user. Msg&data rates may apply. Reply STOP to cancel. Reply HELP for help, support@carespeak

If a Caregiver(s) cell phone number is added to receive Escalation Alerts, an opt-in message will be sent to the Caregiver's phone asking them to respond with AGREE too.

©2011 CareSpeak Communications, Inc.

Receiving Single Medication Reminder Alert

- The example on the left shows the alert message you will receive.
- The alert message contains:
  - Your name - John
  - Time to take your medication – 8:00am
  - Amount – 1 Pill
  - Medication name & dosage – Aspirin 81mg
  - Response instruction – To confirm, press REPLY, type 1, press SEND.

©2011 CareSpeak Communications, Inc.

Confirming Single Medication Intake

- The example on the left shows the message you will send.
- After taking medication, press REPLY, type the number 1, and press SEND

©2011 CareSpeak Communications, Inc.

Receiving Multiple Medication Reminders Alert

John, it's 8:00am, time to take 1 Pill Aspirin 81mg. To confirm, press REPLY, type 1, press SEND. John, it's 8:00am, time to take 1 Pill Fish Oil 1000mg. To confirm press REPLY, type 2, press REPLY
BACK
1
2 abc
3
4 ghi
5 jkl
6
7 pqrs
8 tuv
9
0

- In many instances users take more then one medication at the same time. To reduce the number of messages the system can send multiple alerts in one text message as shown on the left.
- User can confirm intake for multiple medications with one return message too.

©2011 CareSpeak Communications, Inc.

Confirming Multiple Medications Intake

- The example on the left shows the message you will send.
- After taking medications, press REPLY, type the number 1, enter space and type number 2, and press SEND.
- If no space is entered between the two numbers the system will read it as number 12 (twelve) instead of numbers 1 and 2.

©2011 CareSpeak Communications, Inc.

Patient Accessing Account

- Patient can make following account changes:
  - mobile phone number
  - time-zone they are in
  - adjust alert times + delay weekend morning alerts
  - at www.carespeak.com/m
- Patient can log-in with e-mail address they gave Staff during registration
- Staff will input default password (TBD)
- Patient should be advised to change their password at first log-in.
- For more information see Patient's User Manual

©2011 CareSpeak Communications, Inc.

CareSpeak COMMUNICATIONS

Program Manager's User Manual

Contact us at: 646-504-CARE (2273)
support@carespeak.com

©2011 CareSpeak Communications, Inc.